

Wasatch North Regional Council Meeting Minutes
Department of Workforce Services
Ogden Employment Center
480 27th Street, Ogden
Wednesday, October 2, 2002

Attendees:

Kathleen Alder (Chair)	Computer Software Solutions
Sally Ball	Utah Public Employees Association
Commissioner Kenneth Bischoff	Weber County Commissioner
Larry Brice	Ogden Weber Applied Technology College
Pamela Clark	Family Support Center of Ogden
Joree Felker	Herm Hughes
Ann Gleave	Right Management Consultants
Harold Hess	State of Utah, Department of Workforce Services
Steven Hoellein	Felt Auto Parts
Jodi Lundt	Davis County School District
Bradly Oldroyd	Pinnacle Management/TeamONE
Commissioner Carol Page	Davis County Commission
Mechel Hadley	Morgan County Council
Cecil Robinson	State of Utah, Division of Youth Corrections
Julie Snowball	Weber State University
Tommy Smith	State of Utah, Division of Rehabilitation
Cara Winther	Jetway
Jan Zogmaister	National Battery Sales

Excused:

Scott DeNaughel	Smiths Food & Drug Centers, Inc.
Paul Evans	South Davis Community Hospital
Colleen Gudreau	Hill Air Force Base
Sandy Hatch	Lifetime Products
Toni Ure	Nutraceuticals Company

Absent:

Jacky Bell	Chromalox
Larry Facer	Plumbers Local 348
Mike Hadley	Wells Fargo Bank
Frank Maughan	DRMW Development, Inc.
Scott Sneddon	Clearfield Job Corp
Steve Waldrip	Boyer Company

Department of Workforce Services Staff:

Doyle Christensen	Administrative Service Manager
Jean Fisher	Clearfield Area Manager
Debbie Herr	Regional Program Manager
Susan Hill	Council Support Specialist
Laurel Kerr	Roy Employment Center Business Consultant
Kathy Leiker	South Davis Employment Center Manager
Chris Mayne	Program Specialist
Debra Nordfelt	South Davis Employment Center Business Consultant
Greg Paras	Roy Employment Center Manager
Carrie Peterson	Executive Secretary
Melisa Stark	Program Specialist

The meeting was called to order at 7:30 a.m.

1. **Call to Order/Establish Quorum**

Kathleen Alder welcomed the council members and guests to the meeting.

The following new council members were also introduced to the Council.

Cara Winther - Jetway.

Sally Ball - UPEA.

Michelle Hadley representing Scott Reese - Morgan County.

Jodi Lundt representing Lou Seamons - Davis County School District.

Julie Snowball - Weber State University.

Ann Gleave - Right Management Consultants.

2. **Consent Calendar**

Kathleen called for the motion to vote to approve the minutes from the August 7, 2002 Regional Council meeting.

Action: Jan Zogmaister made the motion to approve the minutes from the previous meeting. Steve Hoellein seconded, and the Council unanimously approved the meeting minutes.

3. **Remarks from the Department of Workforce Services Executive Director**

Raelene Ireland, DWS Executive Director, was invited to attend the Wasatch North Regional Council meeting. However, she was unable to attend the meeting due to a scheduling conflict. Council members will have the opportunity to meet Raylene Ireland at the Council of Councils Conference.

4. **Council of Councils "1000 Days and Counting"**

The Council of Councils "1000 Days and Counting" Conference draft agenda and a map of the conference location were included in the meeting packets for the council members to review. The Conference is scheduled October 10, (8:00 a.m. – 6:30 p.m.), and October 11, (8:00 a.m. – 12:30 p.m.), at the Sharwan Smith Center, Southern Utah University, in Cedar City. Council members were encouraged to attend the conference. Breakout sessions will be offered regarding the following:

- New Member Orientation.
- Rural Workforce Issues.
- Youth Councils and Services.
- State Council on Workforce Services.

Keynote speakers will be providing programs of interest and council members will visit the Cedar City Employment Center.

5. **Task Force Reports**

A. Coordination/Training Task Force

Larry Brice reported the Task Force reviewed the Ogden/Weber Applied Technology College/Department of Workforce Services Contract. The Task Force is happy with the progress being made with the contracts and the number of customers being served, 340 students have been served to date. Computer training is being offered in English and Spanish at several locations including the Marshall White Center, Ogden/Weber Applied Technology College, and Central Middle School. Training will soon be offered in a location behind Toys R Us in Riverdale. A training site may also be established in Morgan. The training emphasis has been placed on beginning and intermediate computer skills. The mailing list provided by DWS has greatly impacted the number of Temporary Assistance to Needy Families (TANF) customers being served. Northwest Logistics has offered to donate two brand new computers per month to TANF families that have completed the computer classes. Four computers were given to TANF families during the month of September.

The Davis Applied Technology College/Department of Workforce Services Contract was also reviewed. The Davis Applied Technology Center has collaborated with the Family Enrichment Center to offer computer training to TANF eligible customers. Two additional elementary sites for computer training may be added to the training program.

Certified Nursing Assistant (CNA) Training is being offered at the Davis Applied Technology College. Fifteen students are enrolled in the day classes and fifteen students are enrolled in the evening classes. There are one hundred and eighty-five individuals desiring CNA training who are on the waiting lists. The students are required

to complete 80 hours of training in order to obtain certification. Weber State University only has 30 slots per year for students interested in the RN program and all of the enrollees must complete the LPN training program.

The TANF contract expanded the School-to-Work Contract services to the Weber County School District. Of the 522 students served this year, 315 are new to the program. Two new job coaches were hired to implement the program in Weber County.

The Task Force conducted a “brainstorming” session to continue to identify “bottlenecks” for career training. Currently, there is a shortage of Registered Nurses and Automotive Technicians. To bridge the gap between industry and education, employers need to be involved with the educational system. Brent Petersen, and Mary Lou Seamons will write a “white paper” highlighting the bottlenecks identified by the Training Task Force. The “white paper” will be presented at the next full Council meeting.

**Action:* Brad Oldroyd made the motion to approve the Coordination/Training Task Force report. Julie Snowball seconded, and the Council unanimously agreed to accept the report.

B. Inventory Partnerships Task Force

Pamela Clark reported that a meeting was conducted to define the purpose of the Inventory Partnership Task Force. The focus of the Task Force is to identify existing / potential community partnerships, and establish benchmarks to identify progress for Davis, Weber, and Morgan counties.

The Task Force will:

1. Identify current partnerships.
2. Identify potential partnerships.
3. Share information with other partners to avoid duplication of services.
4. Measure outcomes to ensure customers are being connected to appropriate resources.

The Task Force will be concentrating on developing a comprehensive community resources list and the resource guide will be updated. The resource guide and community resources list will be updated before the next Inventory and Partnerships Task Force meeting. The Task Force members will review the matrix prior to the meeting to ensure the list is accurate. The list will be shared with DWS staff and agencies with DWS partnerships.

Koral will inquire if UWORKS will have the capability to compile a report utilizing the form 360 to track the number of referrals made to DWS partners. Accessing a report from UWORKS should enable the committee members to obtain the referral information. She will be checking to determine if the UWORKS system can track and measure how customers are receiving information about services offered by the Department.

Commissioner Carole Page recommended including the “211” human services information number on the community resources lists.

There was some confusion about who the target audience would be for this information and Kathleen explained the community resource list would be made available to DWS customers, employment counselors, and school counselors. The Task Force will determine how the lists will be distributed. An additional goal of the Task Force will be to determine if the customers who are accessing the community resource services are improving their situation.

**Action:* Larry Brice made a motion to approve the Inventory Partnerships Task Force report. Steve Hoellein seconded, and the Council unanimously agreed to accept the report.

Facilities/Operations Task Force

Joree Felker explained that any decisions regarding the Temporary Placement Office (TPO) will be put on hold until DWS staff meet with the Division of Facilities and Maintenance (DFCM) staff to determine the regulations to be followed in determining another facility.

6. Youth Council Report

Jan Zogmaister provided updated information concerning the Regional Youth Council Meeting. A State Youth Council Conference Call was conducted. The State Youth Council has three subcommittees. One of the subcommittees is working on developing a newsletter to be distributed to the State and Regional Youth Councils.

Another subcommittee is developing a State Youth Council Handbook that would be provided to new youth council members. The handbook will include federal regulations, a background summary of why the youth council exists, and the roles and responsibilities of youth council membership. Jan had the opportunity to attend the Colorado State Youth Council meeting.

Jan reported that there continues to be a statewide concern that the requirement for youth diploma attainment may not be met this next fiscal year. DWS Management and all contracted providers are focusing on attaining this goal.

The September 2002 Workforce Investment Act (WIA) Report measures for Futures Through Training were included in the council packets.

The Summer Work Program at Futures Through Training, began on June 10th with the participants attending trainings/workshops from Workman's Compensation and OSHA. On June 12th, an all-day training was held at Weber State University. Trainings for the day included the following topics: Diversity, Gangs, Assertivess, Money Management, Self-Esteem/Living Skills, Stress Management, and CPR/First Aid Certification. A motivational speaker addressed the importance of developing goals, identifying support systems, avoiding negative influences, and maintaining the desire to accomplish one's dreams/goals. The total number of youth participants equaled 106, with the program running from Jun 10, 2002 to August 23, 2002. Work sites that supported the Summer Work Program had anywhere from 1 to 7 youth at their work site.

Jan reminded the Council members that a specific track will be designated for the Youth Council members at the Council of Councils meeting. The Department of Labor has been invited to attend the conference and will provide an update to the members attending the youth track.

The allocation formula that is currently being used for the WIA Youth program is being discussed. The group will compare the current formula against the formula based on TANF population per county. A decision will be made and a report will be provided at the next full Council meeting.

**Action:* Commissioner Carole Page made a motion to approve the Youth Council report. Ann seconded, and the Council unanimously agreed to accept the report.

7. **UWORKS Presentation**

Steve Mass, Department of Workforce Services, Director of Service and Delivery Support systems, provided the Regional Council members with a presentation of the new UWORKS information management system. The UWORKS system will replace the UTES system used by DWS employment counselors. UWORKS will be used for employment counseling and training services. Services will expand to all DWS customers (employers and job seekers) to allow them access to self-directed services.

Steve commented that Council members will enjoy meeting Raylene Ireland as she has a dynamite personality and she is focusing on both internal and external customers. He noted that she will be a great asset to the Department and he thinks Raylene is exactly what the Department of Workforce Services needs.

The new UWORKS system will be named jobs.utah.gov to comply with the Governors concept for website services. The concept is to be a virtual connection to an innovative employment connection. The virtual employment center will have the same mission as every other employment center in the state, in regards to the services available for customers.

DWS customers who use jobs.utah.gov will be able to access the following:

- Career Counseling tools and information.
- Links to Human Resource and Labor Law Information.
- Economic/Labor Market Information.
- On-Line Unemployment Claims, Contributions, and Information.

On- Line Services Benefits:

- Accessible "On-Line Not in Line".
- Intuitive to the customer.

- Cutting Edge Employment Exchange System.
- Enhanced Internet Resources Integrated On-Line Help Desk. Employment counselors will answer on-Line questions during the hours of 8:00 a.m. to 5:00 p.m. Harold commented that the Council's goal of extending employment center hours might impact the help desk to eventually provide 24 hours of available service.
- Customers will be able to customize services on their own level.
- Employers can control and manage all or part of their recruiting process.
- Job Seekers can search for jobs and refer themselves to an employer when appropriate.

Additional benefits of the new comprehensive workforce system include:

- Twenty-four/seven accessibility.
- Customers can access jobs.utah.gov for exactly the type of information they need with little or no staff intervention.
- Customers can access our integrated on-line services whenever they need assistance.
- Features will help both employers and job seekers.
- Most complete Utah job and employer listings.

The testing on the new system began September 16 and will run through October. The system is being tested with a specific number of employers and job seekers to determine how the system is working and to correct any problems that are identified. The goal is to develop a "bullet proof" system to be ready for the Department's four-month marketing plan for jobs.utah.gov. The marketing campaign will begin November 4 and be directed towards the available on-line services. This direction is being taken to avoid increasing the foot traffic in the employment centers by a tremendous volume.

Job seekers will be able to access the system to build their own DWS on-line resume.

- A "skill matching" summary will be completed by the job seeker.
- The job title will be listed by ONET job titles, which will broaden the search based on the job seekers qualifications.
- Job seeker will be able to specify up to fifteen skills and tools to broaden their on-line resume.
- Employers will have the ability to view the job seekers on-line resume and their work history.
- DWS Federal reporting information will be included in the job seekers general registration information.

Employers will have the ability to track the job orders listed on the system. And they will have the opportunity to select either the Department of Workforce Services to fill the job orders or they can attempt to fill the job order on their own. Employers can create their own job orders on-line if they chose.

Both, job seekers and employers, will have the ability to access the Department's on-line help desk.

Chris Mayne asked Steve if the job orders would be added to the system in "real time." Steve answered yes; job orders will be listed in real time.

Kathleen thanked Steve for attending the meeting and providing the demonstration on the new UWORKS system.

8. **Regional Director's Report**

Harold Hess, DWS North Region Director, was provided with an opportunity to comment on Departmental issues. He welcomed the new council members to the meeting, and provided an outline of how the Regional Council functions and guides the Department.

- The Committees/Task Forces are assigned at the yearly planning meetings to address the goals identified by the council.
- The Committees/Task Forces meet to develop action plans and report at the Council meetings.
- The Regional Council will be active in collaborating with the State Council to achieve the goals identified at the yearly planning sessions.

Harold commended the Wasatch North Regional Council as they completed the tremendous job of obligating the Temporary Assistance to Needy Families (TANF) Reserve Account Funds. The Wasatch North Regional Council and the Bear River North Regional Council were the two leading Councils in the State in obligating the TANF Reserve Account funds. Contracted service providers are now providing the needed services to DWS customers.

Harold introduced the North Region's Management Team to the new council members.

Jean Fisher - Clearfield Area Manager.
Kathy Leiker - South Davis Employment Center Manager.
Greg Paras - Roy Employment Center Manager.
Debbie Herr - Regional Program Team Manager.
Doyle Christensen - Administrative Services Manager.

Koral Vasquez is the Ogden Employment Center Manager. However, she was not in attendance.

Harold encouraged the council members to attend the Council of Councils meeting. The staffing allocation standards for the North Region have been increased based on the workload standards reporting method based on customer's zip codes. The North Region was allocated an additional twelve needed staff. The total number of staff working in the North Region is 332.

The Rushmore Group has been hired as a consulting group to help the Department improve the Food Stamp accuracy rate. The Department received a federal sanction in the previous year and is now looking at receiving enhanced funding based on the improved accuracy rate. The Rushmore Group will be auditing the Food Stamp errors as they occur. Harold reported that the region is striving to improve the Food Stamp accuracy rate. It has been determined that 80.3% of the food stamp errors are due to customer non-reporting errors.

Harold reported the statewide Eligibility Conference will be conducted during the month of October, training will be directed to DWS eligibility staff.

Harold thanked the Council for their continued hard work and support.

9. **Other Business**

The Regional Council members were provided with an opportunity to address additional topics. No topics were discussed.

10. **Public Comment**

No comments were made as no general public representatives or non-members of the Regional Council attended the meeting.

11. **Adjourn**

The meeting was adjourned at 9:00 a.m.

Task Force/Committee Meetings: November 6, 2002

Next full Council Meeting:

Date: January 8, 2003

Time: 7:30 a.m.

Location: Ogden Employment Center